

Logistics Services Division
Office of Logistics

Logistics Support Questionnaire

1. Supplies

- a. Does your component feel that the building's supply store is adequately stocked?

54 YES

18 NO

- b. If not, what items are frequently out of stock?

Legal size yellow pads

Personnel & Finance forms

'Pulp' bags, pens & envelopes are not always available

Wang Products

Yellow/white pads, mechanical pencils, 3-ring binder position tabs

Cards, calendars, colored paper, pencil sharp

Envelopes

Legal pads, 5x8 pads, white index cards

Telephone note pads, 3x5 note pads, 3x5 cards

Gauze, Wang ribbons, capitol bond, rubber stamps.

We are spending approximately \$300 per month on supplies. Suggest components be queried for what they need to be stocked.

Yellow pads.

Yellow legal pads, black ballpoint pens.

Notebooks/Xerox 5800 supplies.

No excuse for anything being out of stock.

Not any one item consistently.

Paper products.

Yellow pads, highlighters, Scotch tape.

Certain sized envelopes and legal pads.

Writing pads, bond paper, manilla envelopes, 3x5 cards.

Tax forms, yellow pads.

Not always.

- c. Are the personnel on duty at the Supply Room courteous and helpful?

41 YES

0 NO

- d. How do you rate LSD's level of service in the supply area?

6 Excellent

62 Good

2 Fair

0 Poor

- e. Comments:

Special requests take quite a long time to acquire.

The hours could be extended

Supplies for Selectric III Typewriters, fair.

Metal furniture requests are of ten times a prolonged affair re response-time.

Still stocking only 8x10 3-ring notebooks when paper size has been changed to 8½x11.

I have seen much improvement in the Ames Bldg. during the past year.

On occasion we have to call the main office for a particular item and we have item next day.

Considerable improvement in last 18 months.

Response to telecons for items not available in outlying buildings has been excellent.

All people in Supply Room are especially helpful.

Longer opening hours would be helpful.

No reason why Supply Room should not be open all day.

Some products inferior - ballpoint pens clog, quality of bond paper, correcting tape and ribbons.

2. Internal & External Relocations (Office Moves)

- a. Has your component requested the service of LSD for relocations of any kind within the past year?

46 YES

23 NO

- b. If yes, were the moves in:

23 Headquarters

15 External Buildings

12 Both

- c. Were the moves made efficiently and were they started and completed on schedule?

39 YES

6 NO

- d. If not, what types of problems were encountered?

Delays because of freight elevators in use or not working - sometimes for a week.

Inpatient crew.

Not starting on schedule, specifically where office moves are delayed for more than two days.

Delay removal of safe without immediate replacement.

Late starts (months) underestimated time required. No central coordinator, redundant work orders.

Because BSB is dealing with outlying buildings, responsiveness is hampered.

Delay in getting movers coordinated with other GSA work.

- e. Were the LSD employees who performed the service courteous and helpful?

44 YES

1 NO

- f. How do you rate this service?

12 Excellent

30 Good

4 Fair

☐ Poor

- g. Comments:

STAT

[redacted] crews have been most responsive to any requests.

STAT

Overall performance was excellent - helpful, courteous, and cheerful through a difficult upheaval.

Crews appear to be in a hurry.

Everyone very helpful.

We are a front office and receive priority attention.

LSD employees very patient and worked quickly and efficiently.

Once on the job site, the work was well done.

One comment is that LSD employees are always rushed to complete a job.

Constant scheduling problems due to shortage of labor.

Difficult to coordinate between GSA and LSD employees.

Employees handling move were capable and courteous. Most felt that long waiting time for moves and lack of prior notification when move was scheduled were problems.

3. Classified Trash Pickup & Disposal

- a. Does your component require the pickup of classified trash in outlying buildings?

21 YES

59 NO

- b. If so, is the service always on schedule?

Not always, but often.

14 YES

6 NO

- c. Does your component encounter any problems with classified trash chutes in the Headquarters Building?

14 YES

39 NO

- d. If so, what are the major complaints?

Sometime overflow

Chute in F corridor has been out of service for nearly 3 years for "equipment upgrading"! It doesn't take that long to build a bridge.

Chute frequently locked in 2E corridor.

Classified trash is collected too slowly and not frequently enough.

It seems the chutes were closed for too long a period while under repair.

Bags break - working on problem ourselves.

Chutes are not always open during posted hours.

Chutes locked on 1st floor because of build-up.

Bags break open when dropped down chutes.

Closed for repair.

Chute is always filled or closed.

Chute in 6G corridor closed for more than a year.

Open chute at corner of F & G corridors.

Years waiting for the trash chute at F/G corridor to be repaired.

Will chute in F corridor ever open? Chute near G corridor closed for years. Chute in F corridor near E - closed for 10 days, then again for a week.

Chutes have been closed on one or two occasions.

- e. How do you rate the service overall?

Service for the House and Senate Intelligence Committees - very helpful and courteous.

14 Excellent

36 Good

6 Fair

1 Poor

f. Comments:

OSO/LOGS must call to request pick-ups.

Chute door not being open - problem with guards.

The men stay on top of the volumes produced and time their pickups appropriately.

Chute closed on numerous occasions.

Employees generally helpful with special requests.

4. Mail Distribution

- a. Does your component consider the mail system to be reliable and efficient?

60 YES

13 NO

- b. If not, what are the major sources of complaints?

Sometime slow

Too slow-sometimes it takes days or weeks to receive outside publications. Mail delivery is okay

Too many losses - delays encountered

Misrouted, pieces sometimes lost.

Length of time required to reach Registry.

Some question about between building service.

Erratic service, undue delays.

Tube shortage.

Much too slow.

It takes days to get things around Headquarters.

Misrouting.

Lost documents.

A major and continuing complaint is the shortage of tubes at the station necessitating repeated return trips to get something sent.

- c. Is your mail received in good condition?

67 YES

1 NO

- d. Are the couriers courteous and helpful?

61 YES

0 NO

- e. Overall, how do you rate the mail system in terms of efficiency, service, personnel, etc.?

13 Excellent

45 Good

10 Fair

0 Poor

- f. Comments:

25X1

25X1

Service between [] and Headquarters seems slow and erratic.

Not enough couriers.

Courier system has not always been efficient or timely but lately appears to have improved.

Secretaries must call cable sec. to send Registry function.

System is close to excellent.

In general terms, service is slow but reliable.

5. Vehicle Maintenance & Shuttle Service

- a. Do personnel in your component feel that the Agency's bus and van shuttles are consistently on schedule?

43 YES 12 NO

Leave early at intermediate stops.

Too many times the second morning run to Rosslyn is cut out without notifying passengers standing in the cold.

- b. Do they feel that the shuttle schedules are adequate for meeting their requirements?

52 YES 20 NO

The [] run - too many stops and is too time consuming.

With exception of shuttle to C of C.

No - not the one to & from C of C.

- c. How do they rate the condition of the vehicles?

6 Exceptionally clean 50 Clean 14 Average 1 Dirty

- d. In general, are the vehicle operators considered to be courteous and helpful?

64 YES 7 NO

A few are surly.

- e. Are personnel in your component comfortable with the driving habits of the vehicle operators?

65 YES 8 NO

Not always

Yes - most of the time

- f. Does your component have vehicles that are maintained by the Motor Pool Branch?

24 YES 51 NO

- g. Are they maintained according to schedule?

23 YES 1 NO

Most of the time

- h. Is your component satisfied with the quality of mechanical service?

29 YES 4 NO

Yes - shuttles, no other vehicles

- i. Has your component required the services of a chauffeur / driver within the past year?

47 YES 19 NO

DCI Staff gets priority care!

j. Did the chauffeur/driver form the service as well as expect ?

43 YES

4 NO

k. How do you rate the overall performance of the Motor Pool Branch?

17 Excellent

41 Good

5 Fair

0 Poor

l. Comments:

Not enough drivers.

Out buildings have no direct routes to other out buildings except thru Hqs. No shuttle Ames/Key to C of C.

A larger bus should be used to C of C at the 8 a.m. run. Also, the 4:25 van is sometimes very crowded.

It's a tough job - shame of all of this is that you folks take the hardest hit when cuts are passed along.

Motor Pool has gone out of its way to accomodate staff personnel.

This division has nothing but praise for the Motor Pool Staff. Response is terrific!

Sometimes pick-ups are not there but overall do good job.

Requested pick up on Sunday for officer acting as non-pro courier.

Re chaffeur service, there could be improvement in timeliness and responsibility of individual drivers.

Shuttles sometimes arrive at destination early, but do not wait around

Could use more buses to C of C - Hqs.

Should be informed when a large number will be riding for courses/classes. OTE should notify Motor Pool

We had one very bad incident which was reported to C/LSD.

Excellent support for OTE field classes & airport runs.

Gas pumps should be replaced - too slow.

Complaints have been registered re the shuttle driver driving too fast/recklessly; chauffeur requirements generally good - forgotten pickup periodically.

More shuttles with shorter routes would be a major contribution to improved efficiency and better results.

Motor Pool employees usually very helpful.

Chaffeurs for VIP guests have been good, prompt, attentive, courteous.

6. Architectural Design

- a. Has your component required any architectural design for renovations, alterations, etc., during the past year?

43 YES

40 NO

- b. If so, was the service performed in a timely fashion?

15 YES

25 NO

The answer is difficult, as the definition of "timely fashion" is indeed subjective. Any customer would like the luxury of instantaneous action.

Insufficient architects to keep up with changes

- c. Was the quality of the design work satisfactory?

35 YES

2 NO

It wasn't done

- d. How do you rate the service, in terms of satisfaction with both the quality of work and the response time?

4 Excellent

19 Good

14 Fair

8 Poor

- e. Comments:

Alterations are not possible to have done unless they are SAFE related.

ADS far behind in schedules for all work. Quality of work has been good but we have experienced poor response time.

Fair to Poor. I think components are spending entirely too much time working out their own space/design problems and not always doing a very good job.

We recognize that ADS is short of staff and that timeliness has suffered as a result.

Length of time for design and completion of renovation has been a problem.

No action for lack of adequate priority.

Memorandum requesting architectural survey of Hqs work are over 1 year old before, after personal calls, was acted upon in perfunctory manner.

Lack of "timely" fashion is not a complaint about personnel cooperation - ADB is understaffed for the workload imposed.

No clear cut, identifiable "authority" on interior design. Long, long delays in getting a response.

Response time brings this rating down.

It seems it takes close to 1 yr. to get our renovations completed.

It takes much too long to get anything done here. We have had to go to an external source for a high priority project.

Design has not been accomplished as yet.

Because of the slow (or lack of) response, our office took on this responsibility and redesigned the office area.

Quality of work - good. Response time - poor.

Cannot have work done unless of high priority.

Good Staff, but because of backlog it is difficult to get ADS support on all but urgent projects.

Problems coordinating with GSA.

Quality of work good, response time poor.

Two months have elapsed and formal survey has not been conducted.

STAT **has an excellent attitude, was a pleasure to work with and satisfactory representative for our needs.**

7. Renovations and Alteration.

- a. Have you called upon the Space Maintenance & Facilities Branch (SM & FB) for service during the past year?

63 YES 10 NO

- b. If so, did the requirement involve:

25 Major renovations 50 Minor work 39 Trouble calls 9 Other

- c. Were you generally satisfied with the response time?

36 YES 27 NO

With respect to Bldg.

6 months to 1 year behind.

No because of GSA.

- d. Was the work done efficiently and with a high degree of expertise?

45 YES 10 NO

No - mediocre

Power outage - took several calls and visits.

Work still in progress.

No - wasn't done.

- e. Are you generally satisfied with the condition of your office environment, in terms of paint, carpeting, etc.?

37 YES 28 NO

Split responsibilities - BSB vs. SM&FB.

- f. If not, of what specific problems are you aware?

The time respond to trouble calls through SM&FB generally takes a long time.

Some of the craftsmen are unqualified

Too crowded and cluttered with office equipment and desks, etc.

The problem is not with SM&FB. Work involving electrical outlets and carpeting is awaiting ODP action on terminals, etc. Lack of coordination on whole project.

Located in outbuilding.

Needs painting, request has been in since Nov. 82.

GSA response time and poor estimate, if any, as to when construction projects will start.

Telephone and electric shoeboxes in floor are safety hazards. Often take months to correct.

Gray is depressing and dirty, white is ugly.

Cold in winter. Paint peeling.

Insufficient skilled labor.

Where GSA is involved, SM&FB states they cannot control delays.

It took us almost a year to get the front office painted.

Carpet repair

Extremely difficult to get areas painted.

Windows are dirty, walls need repainting, carpets need cleaning, temperature control a problem.

Carpets are never vacuumed and desks dusted. Blinds are dirty.

Could do without gray carpet.

Prioritizing system needs to be reevaluated concerning renovation. Area presently being occupied greatly overcrowded.

Painters were pulled off job for other priority, carpet takes too long to schedule thru no fault of BSB; shoeboxes installed in wrong places sometimes.

Painting and carpeting within LA/Support and LA Task Force area. Money has been diverted from Support to Operations.

Dirty walls, cracked and dirty ceiling tiles, loose and dirty carpet tiles.

When we moved in several years ago, the area had not been painted, we do need it now. Carpeting is getting tacky looking.

Carpeting is worn, response-time is slow.

Minor repairs to room require too much paperwork, lock changes, shelf falling off wall, etc.

GSA is extremely slow responding to painting requests.

Walls need painting and large section needs carpeting, but money is a problem.

Carpet is lousy - needs painting, dirty.

Working space is totally inadequate; lights are not repaired, screens are unavailable, it takes months or years to get telephone hookups or changes.

In very dire need of paint job - vacuuming done only by request.

Key Bldg. is too far behind in routine office environmental matters, all total.

Have been waiting since Oct. 81 for a paint job - it was approved in April 82. As of this date, it still hasn't been done.

Dirty walls, windows, torn, crumbly carpet. Carpets are water marked, old, and ugly.

I'm confident that our situation is improving.

Patching of walls (specifically, where a door buzzer was removed) has not been done.

g. How do you rate SM & FB's level of performance?

4 Excellent 32 Good 14 Fair 6 Poor

Believe some method ought to be established whereby a component gets at least a 24hr. advance notice before even minor work (removal of walls/partitions, for example) is begun.

h. Comments:

GSA - Their performance frequently leaves something to be desired.

Nothing gets done without delays and frustrations.

In general, the bldg. is very poorly maintained.

Our situation is complicated by a bldg. owner. It's not an easy task.

SM&FB's performance and response has been good; however, follow-up action by other responsible components has frequently been slow.

Above evaluation based on requests for services (redesigning present space-renovating space to be occupied).

I'm sure funds and personnel resources are a problem here, too.

Recommend that OL/LSD/SM&FB use contractors whenever possible to improve their response time and to lessen the backlog of work that GSA is scheduled to perform.

The quality of work performed by your carpeting contractor was not acceptable - some improvement has been noted.

Good - considering the volume of work received by all Agency components.

They set up a conference room for us on short notice (the room has been a classroom and we couldn't get in until about an hour before the conference was to start).

SM&FB has the unfortunate responsibility of pushing snails up mountains.

Not entirely SM&FB fault.

Simple routine service calls should not take 3 weeks or 2/3 phone calls before response.

These guys have the patience for the job.

Work performed by GSA personnel - major deficiencies being corrected.

Most GSA labor crews spend excess time on breaks.

We have had problems on coordinating GSA work on projects and delays in completion.

Only react upon request. Prodding is generally necessary to get work moved from the bottom of the basket.

8. Executive Dining Room

- a. In your estimation, what percentage of your component's eligible employees use the Executive Dining Room (EDR) on a regular basis?

_____ %

- b. Are they satisfied with the menu selection?

28 YES

3 NO

Need more variety in selection.

- c. How do they rate the quality of service?

11% Excellent; 19% Good; 2% Fair; 0% Poor

- d. How do they rate the quality of food?

4% Excellent; 22% Good; 6% Fair; 0% Poor

- e. How do they rate the environment? (cleanliness, decor, etc.)

13% Excellent; 14% Good; 5% Fair; 0% Poor

- f. Overall, how do they rate the EDR in terms of menu selection and quality of food and service against prices charged?

10% Excellent; 17% Good; 5% Fair; 0% Poor

- g. Comments:

Two of the people using the EDR are less associate members and cannot comment.

EDR is an excellent operation. Fine people (service) and more than satisfactory food.

Used EDR for coffee - excellent service.

Service is inattention, food only slightly better prepared than cafeteria. Lesh trays would be welcome as well as wine and beer with meals.

EDR staff is always courteous and helpful.

Generally the EDR is responsive to requirements - coffee/donuts, etc. Special requirements generally not accepted, however, good reasons are given for refusal.

Food has become excessively salty in recent months, especially soups. Would like to have some form of protein on the salad bar every day.

9. Interior Design

- a. Is your component satisfied with the product/service information and advice as provided by the Interior Design Consultant (IDC/LSD) ?

37 YES 15 NO

We never heard of the Interior Design Consultant.

- b. Are the special design solutions as planned by the IDC helpful to your component?

34 YES 10 NO

- c. Are the consulting services of the IDC useful to your component?

34 YES 8 NO

- d. Do the choices in colors and styles of carpet, furniture, draperies, and painted doors offer sufficient variety to obtain a cheerful, but practical, work environment?

42 YES 12 NO

Absolutely Not!

- e. As limited as the Fine Arts Commission's selections are, does your component feel that the IDC is responsive in showing available holdings?

30 YES 10 NO

- f. Generally, how do you rate LSD in the area of interior design?

5 Excellent 35 Good 2 Fair 8 Poor

- g. Comments:

You must work in a different building than Hqs. We cannot get advice or consent.

The selection of prints to choose from is very limited.

Zero aesthetic appeal.

Not aware there is an IDC. Gray carpeting does not compliment rest of environment. Good job being done with resources available.

Restraints are so overwhelming as to make meaningful response impossible.

Only in respect to lack of response for service.

Only see/hear from IDC when trying to put something up like the PAD bulletin board - could use more info on what IDC will/can do for us especially if/when we move to Ames.

Haven't the faintest idea what the IDC/LSD is or does.

"--- showing available holdings" - What is this? Not sufficient advertisement.

I do not find the color selection on the doors desirable.

We have never heard of this office or of the service it allegedly provides.

Believe this is overdone. Would like to see eyesores hanging in first floor halls removed.

Perhaps little can be done with government issue material - Waiting list for art work is very long and selection is poor.

So over regulated even Frank Lloyd Wright would be stymied.

When requesting suggestions on furniture, need prices.

Employees were not aware that this unit existed, much less that there was any choice regarding decor.

Pleased with the services.

10. Headquarters Parking

- a. Are the employees in your component satisfied, for the most part, with the parking conditions on the Headquarters compound?

39 YES

24 NO

Too many potholes.

- b. Do they find the annual allocation of permits fair and equitable?

43 YES

17 NO

Allocation is unknown by some.

- c. If either of the above are negative responses what, specifically, is the cause of their dissatisfaction?

West is far and hilly, usually last place cleaned during snow.

Permits are not given out on a fair basis. Trucks should not fill West lot.

Need new guideline to qualify. Need better system to verify carpoolers.

Insufficient spaces - unsheltered walk from West.

Not enough spaces.

Pavement bad - pot holes

Insufficient spaces near building. Always 3-4 guards' personal vehicles blocking south road near front gate, forcing permit holders to go to West lot. Super grades permits should be handled by SM&FB, not offices, to solve relocation problems.

Have permits distributed based on Hqs. population. As a Directorate staff, our ratio of senior officers to our size creates an imbalance in the number of permits received. For small components with this problem, the permits should be distributed to take care of officers through GS-14 at least.

A Lane always overcrowded.

Employees see others of lower positions in other Directorates with better parking, they see numerous empty spots in the far lanes of SW lot.

Not enough spaces. Too much cheating by people falsely claiming to be in carpools. Some lanes are overloaded.

No standards or rules for distribution of permits. Widespread abuse of car pool permits which are obtained by subterfuge and used as personal permits.

There are a lot of empty spaces in lots where general permits are required.

Not enough spaces.

The usual problem of not enough permits. Also, the overcrowding in West lot, presumably because of increased allocation in South and North lots for car pools, has caused some grumbling.

Poor maintenance of parking lots. Should be sanded/salted during bad weather.

Permits issued by grade.

Travel requirements by office are not taken into consideration. Lane permit holders frequently have no place to park when they return from official trips. Lower level employees are not in the running because of limited reserved/lane parking. Carpooling is not feasible because of unscheduled overtime.

Everybody would like to park immediately adjacent to Bldg. or out front.

Inadequate parking forcing the unsatisfactory use of a shuttle between parking lots.

Not enough North parking spaces allocated - our component working on North side of bldg. Suggest LSD issue supergrade permits and the supergrade would keep same permit until reassigned overseas or retirees.

They all want permits - not possible.

If you're a GS-15 and above, the allocation is fair.

Employees felt we did not get sufficient parking permits.

Broken and crumbled pavement in all parking areas is unsafe.

Not a sufficient number of spaces in West lot. Once you leave during the day, you've lost the spot forever. Poor lighting at night from bldg. to West lot.

There are altogether too many instances of obviously junior secretaries (and/or other staff) who have somehow managed to acquire parking slots in South lot lanes close to bldg. Whether designated as "carpool" slots or not, in the majority of instances, the individual rides alone.

d. Have viable alternatives been suggested by them?

6 YES 21 NO

Hand out more passes.

Most are unprintable.

e. All things considered, i.e., medical parking, carpools, visitor parking, limited space, etc., how do you rate LSD's administration of the parking program?

5 Excellent 36 Good 17 Fair 5 Poor

f. Comments:

Work at C of C. Not enough VIP/Visitor parking. Parking at C of C and Ames very poor.

Use of visitor spaces.

Why do some secretaries have reserved parking spaces when some senior people do not?

Don't know what the program is.

Retired and mid-management do not fully utilize reserved spaces.

This is a dead horse. There are as many parking problems/solutions as there are employees.

Make spot checks in lots for 1 rider cars, require written justification for not meeting rules with extended period of ineligibility for violations. Perhaps when new bldg. is built, a tunnel or protected walkway from West lot could be put in.

Untimely decisions on parking permit allocations.

With exception of maintenance.

Medical permits should be checked more frequently to determine that there is continuing need.

VIP Lot personnel are very helpful for accomodating visitors to our office.

You have an impossible problem

STAT **LSD's administration of parking is nil.**

No win situation.

Too many spaces empty that are allocated to carpools.

As best as can be expected. Not much can be done about carpool cheaters.

Ames Bldg. needs your help in organizing a system that can be applied fairly.

11. Vending Machines

- a. Are vending machines in your area generally well stocked?

52 YES 17 NO

- b. Are microwave ovens and other pieces of equipment well maintained?

54 YES 14 NO

Well-maintained but malfunctions frequently.

- c. Are snack bars clean and orderly?

50 YES 19 NO

The slobs can't be controlled by the service people.

Sometimes

- d. How do you rate the vending service & snack bar areas?

3 Excellent 39 Good 20 Fair 8 Poor

- e. Comments:

Would much rather pay the extra money and have canned sodas.

Far too small, Shame on you Logistics for allowing this situation to happen.

Microwave ovens are frequently splattered with food. This is due to employees not covering their food when they warm up something.

Some have commented that vending machines are less stocked on Mondays.

Improved over the last 2 years.

Out of food Sunday night. Quality of sandwiches poor.

Vending machines tend to eat money - not get anything in return.

Employees are dissatisfied with selection overall. Attempts to have vendor provide more extensive selection have generally failed. Machines experience frequent breakdowns.

I hear very few good comments on the Ames Bldg. vending machines.

Machines are often empty and/or not working.

Get in-house serviceman to stock, put change in machines, microwaves on all floors.

Serviceman in 6E corridor is pleasant and helpful.

Machines and change-makers often out of service. Microwaves usually not able to handle popcorn.

Machines too often out of order. Too inconvenient to get money, Jack.

Machines frequently with nutritive value of foods. Suggest putting out notice regarding procedures for getting refunds when money is lost.

No napkins.

12. Headquarters Building Maintenance & Operation

- a. Do you find the cleanliness of offices, corridors, and public areas up to your level of expectations?

40 YES 27 NO

Hallways always cluttered.

- b. Are your office areas cleaned on a regular schedule?

44 YES 23 NO

No - Never - only trash bags emptied.

80% of the time.

Not always

Trash removal - yes, vacuuming - no.

- c. How do you rate the custodial force?

1 Excellent 39 Good 25 Fair 2 Poor

Custodial force is good but disruptive when picking up trash during work hours.

Good - rest rooms, Fair - Offices, water fountain.

- d. Are the office areas of your component comfortably heated and cooled, considering energy restrictions in force?

31 YES 36 NO

Always too hot in summer and winter.

No - large areas (1E4846 - unavailale - too cold and GG1904, GG27 - too hot)

Too hot summer - too cold winter.

Both very uneven.

Too hot in summer, too cold in winter.

Too much fluctuation.

Too hot most times

No - Never!

- e. How do you rate the condition of the compound's grounds and roadways?

20 Excellent 36 Good 7 Fair 1 Poor

The sign at entrance/exit to North lot (near shuttle stop) obstructs views of oncoming traffic.

Too many dead trees.

Excellent except in West lot.

f. Overall, how do you rate the maintenance and operation of the Headquarters building?

4 Excellent 39 Good 18 Fair 4 Poor

g. Comments:

Plumbing problems in restroom go far too long without action. Stairwells need more frequent and better attention, carpeting is vacuumed infrequently.

By far, this is the one item to which OL should devote greater attention.

Inside of bldg. is dirty, cluttered, and depressing - a very poor work environment.

Dark, gloomy, unkempt, a real downer - I predict that a dramatic improvement in this area would do wonders for morale.

The P&P Bldg. has always suffered from less than totally effective and reliable HVAC system. None of the problems are related to energy conservation.

Roadways and parking lots need to have potholes filled in.

Problem is sorting out GSA problems from those of LSD.

Cleaning and maintenance well below reasonable standards.

Our particular area averages 80° year round, very poor air circulation.

We have the large windows which make it difficult - especially in summer.

Little or no response from OL/HEB.

Climate control is fair.

Offices are much too cold in winter and much too hot in summer. Re compound grounds, the grounds look nice, but roadways badly need resurfacing.

Elevators have always been a problem even before recent work. Stairwells filthy. Too much money spent on groundwork - tree pruning was excessive. Thousands of daffodils planted on entrance road unnecessarily, tree mulching unnecessary and not advisable. I wonder where this advice came from.

Last summer, office not vacuumed for weeks at a time.

Custodial force has begun cleaning our offices with more attention.

Offices are hot in winter. At times, the poor air circulation causes offices to be hot in summer. With installation of word processor systems will increase office temperatures. Offices are not equipped to handle these new systems and the noise level is too high for concentration.

Custodial force is very conspicuous. Corridors, EDR, and most conference rooms are an eyesore.

Elevators not working properly.

Corridors too filled with stuff for too long. Temperature savings to extreme. Grounds keepers do a wonderful job.

We vacuum our own floors rather than go thru the hassel of trying to get them done thru SM&FB.

Vacuuming not carried out often enough.

Elevator service is erratic. Takes a long time to get furniture and heavy equipment moved, repaired, or replaced. Took 2-3 months to get a safe moved.

13. Please use this space to make any observations you choose. If they are pertinent to questions above, cite question number in your response.

Elevators - For at least the past 6 months the elevators have been a major source of frustration and exasperation. It seems that scarcely a day goes by that one or another of the banks is not partially or completely out of order. They are also programmed to operate much too slowly during peak hours of usage.

Cafeterias - Cafeteria service remains inefficient, and cleanliness seems to be a major problem. There is only one line for entrees, which is not efficient. We understand that by comparison, food in the Executive Dining Room is far better, and much cheaper than that offered in the cafeterias.

Being new to Logistics, I have needed the good will, good humor, and cooperation of all LSD people. I have received it in abundance. I haven't met one person who hasn't been cooperative and patient. It makes my job much easier. Everyone has been quickly responsive. My only serious complaint should be lodged against GSA and painting schedules. They are extremely slow, and people on the seventh floor want all jobs prioritized.

The most significant negative impact on morale of this office is the crowded, rundown, condition of the office and the inability to gain relief. An example is the recent order of screens that took two months for Logistics to process between the submission of an order by our Admin Staff and the actual order to the company. Inefficiencies such as that only frustrate more the analyst that has to struggle with the normal inability to get LSD to do anything.

Maybe it's not your area - we offer two serious complaints:

Cafeteria - has in all respects no redeeming qualities.

Elevators - they are getting old and maybe need replacing. We doubt any of this will do any good.

#8 - Insufficient usage of EDR to elicit a meaningful response.

Restrooms are not being maintained adequately.

In general, I find the service rendered by LSD to be excellent within the constricted operating procedures which they are forced to participate. In order for them to adequately perform the functions that the line elements expect from them, I believe that their resources should be dramatically increased, and a more rational system or prioritizing be employed which is fair to all and not just responsive to pressures generated on the 7th floor.

#2 d. Safe relocation crews are in such a hurry. Quite often, the contact officer was not contacted, instead the crew made the move.

#7 f. The condition of the carpets and overall painting is not by fault of LSD. The Division has choosed to use support renovation money elsewhere.

Need to list supply store items held behind counter so people can see/know.

In sum, we find that the support rendered to this staff by LSD is acceptable. There are problem areas though. And, they continue to surface in the areas of furniture requisitioning, supplies, requests for overhead lighting activations, etc. We do understand however, that most of these items rest with GSA's ability to undertake a particular workorder in an expeditious manner and we certainly understand the GSA response-time problem. However, we feel that perhaps a bit more control over GSA with regards to response-time factors might be beneficial for all concerned.

Overall I rate the LSD services as good and showing promising signs of improving toward outstanding.

This survey is poorly put together - to get a fair picture of conditions here at Hqs. you need a sliding scale to measure things - yes/no answers will not give you accurate picture.

There are no problems of which LSD is not already aware.

12 E. - The sign at the entrance/exit to North parking lot (near to shuttle stop) obstructs view of on coming traffic. Needs to be made smaller or removed entirely.

Elevator maintenance is atrocious. Water fountain should be cleaned each day. Utility rooms are often very messy.

This questionnaire would have been more useful to LSD if it had not concentrated on just YES/NO responses. This slants all replies to the yes side and gives only a partial picture.

In general, I believe LSD has made an honest effort to provide good logistical support, but there are problem areas. LSD has provided us with good support on renovations considering limited resources.

#4 b. - Last courier run to most bldgs. is 1300-1330, should be a later scheduled run. "Special" courier runs are always turned down.

#7 f. - Walls are very dirty, paint is chipped, ceiling tiles have numerous cracks and holes in them. (We realize that repainting is very expensive, though)

#9 g. - Gray carpet tiles are too drab, the brown tiles look better.

#10 c. - Parking should be on a first come first serve basis, with the exception of SIS, Carpool, Medical, and Visitor permits.

Soap dispensers not checked and filled often enough.

There is universal dissatisfaction with the operation of the cafeterias from every aspect: quality of food, quality of service, cleanliness, and rapidity of service.

Wash windows more often

Completed by: _____ Component: _____

Title: _____ Room Number: _____

Extension: _____